

SAMPLE LETTER TO ATTORNEY GENERAL

Date

Attorney General Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley:

Pursuant to M.G.L. c. 93H, we are writing to notify you of [a breach of security/an unauthorized access or use of personal information] involving [number] Massachusetts resident[s].

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

[This paragraph should provide the date of the incident, a summary of the nature of the incident, a description of the categories of personal information involved in the incident, and whether the personal information that was the subject of the incident was in electronic or paper form].

NUMBER OF MASSACHUSETTS RESIDENTS AFFECTED

[This paragraph should specify the number of affected individuals residing in Massachusetts whose personal information was the subject of the incident. This paragraph should also indicate that these Massachusetts residents have received or will shortly receive notice pursuant to M.G.L. c. 93H, s. 3(b) and should specify the manner in which Massachusetts residents have or will receive such notice. You should also include a copy of the notice to affected Massachusetts residents in your notification to the Attorney General].

STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

[This paragraph should outline all the steps you have taken or plan to take relating to the incident including, without limitation, what you did when you discovered the incident; whether you have reported the incident to law enforcement; whether you have any evidence that the personal information has been used for fraudulent purposes; whether you intend to offer credit monitoring services to consumers; and what measures you have taken to ensure that similar incidents do not occur in the future.]

OTHER NOTIFICATION AND CONTACT INFORMATION

[Finally, your letter should indicate whether you have provided similar notification to the Director of Consumer Affairs and Business Regulation. You should also include the name and contact information for the person whom the Office of the Attorney General may contact if we have any questions or need further information.]